

June 30, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street-SW
Room TW-B204
Washington, D.C. 20554

RE: Sorenson Communications Video Relay Service and IP Relay Annual Complaint Summary
2005 Telecommunications Relay Service
CG Docket No. 03-123

Dear Secretary,

Sorenson Communications (Formerly known as Sorenson Media) respectfully submits the Sorenson VRS and Sorenson IP Relay complaint summary report as mandated by the Federal Communications Commission. As fulfillment of the instruction in 47 C.F.R. § 64.604 (c)(1)(ii) the summary report contains the number of complaints received in the 12-month period ending May 31.

Attached is the Summary of Complaints for the period of June 1, 2004- May 31, 2005.

Sorenson Communications maintains complete logs of all complaints received as fulfillment of the instruction in 47 C.F.R. § 64.604 (c)(1)(i.). Each complaint received is assigned a complaint type, an identification number, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. The summary report is based off of the complete log, which is maintained at Sorenson Communications.

Thank you for the opportunity to forward this summary of consumer feedback to you, and we hope you find it beneficial.

Sincerely,

/S/
Pat Nola
COO
Sorenson Media